

Notice of Allowability	Application No.	Applicant(s)	
	10/044,213	PARLA ET AL.	
	Examiner	Art Unit	
	Charles E. Anya	2194	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS. This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. This communication is responsive to 2/12/08.
2. The allowed claim(s) is/are 1,2,4-17,19,20,22-35,37-39 and 43-49; now renumbered as 1-42.
3. Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All
 - b) Some*
 - c) None
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) hereto or 2) to Paper No./Mail Date _____.
 - (b) including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. Notice of References Cited (PTO-892)
2. Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date _____
4. Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. Notice of Informal Patent Application
6. Interview Summary (PTO-413),
Paper No./Mail Date _____
7. Examiner's Amendment/Comment
8. Examiner's Statement of Reasons for Allowance
9. Other _____.

[Handwritten signature]
CHARLES E. ANYA
EXAMINER
COURTNEY PATENT EXAMINER

REASONS FOR ALLOWANCE

The prior arts of record do not explicit teach or render obvious the invention as recited in the independent claims.

The Goeller et al prior art (U.S. Pat. No. 6,898,737 B1) describes a method and computer-readable medium for providing electronic support and assistance from a server to a client. An agent residing on the client monitors events requiring support, such as faults and error messages. When an event requiring support occurs, the client agent collects data associated with the event, formulates a message, and transmits the message to the server. The server applies the event data to support vector machines that classify the data into categories and produce probability scores for each category. Category probability scores that exceed a threshold value cause the server to formulate and transmit a response containing category-specific resolution information to the client. When no matching categories are identified, the response so indicates.

However, the invention as claimed "identifying event information required to process event data based on the event message; based on the event information, determining if existing event information is accessible to process the event data and if the existing event information is not accessible: i) providing an event rejection indicating missing event information; and ii) receiving the missing event information identified in the event rejection", when taken in the context of the claims as a whole, was not uncovered in the prior art's teaching.

Nor were references uncovered that would have provided a basis of evidence for asserting a motivation that one of ordinary skill in the art at the time the invention was

made, knowing of a system and method for allowing an agent residing on a client to monitor events requiring support, such as faults and error messages and when an event requiring support occurs, the client agent collects data associated with the event, formulates a message, and transmits the message to the server, would have integrated or modified to teach a process for processing events message including determining if existing event information is accessible to process the event message and if the existing event information is not accessible providing an event rejection indicating missing event information; and receiving the missing event information identified in the event rejection" as claimed by the instant application.

Dependent claims are allowed as they depend upon allowable independent claims.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

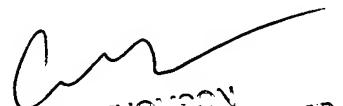
Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Charles E. Anya whose telephone number is 571-272-3757. The examiner can normally be reached on 8:30-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, William Thomson can be reached on 571-272-3718. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

cea.



WILLIAM THOMPSON
SUPERVISORY PATENT EXAMINER